



Enterprise Handheld Services

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Mobile device trending and management in the enterprise

With the advances in telecommunications devices and the strategic push for greater flexibility and mobility in the workplace, more and more mobile devices are evolving into business devices.

Gartner.

“A wide variety of device models are entering the business domain, creating havoc for IT organizations ...”

Use Managed Diversity to Support Endpoint Devices
– May 2010, Ken Dulaney

Mobile device trending and management in the enterprise

- Mobile users are experiencing new levels of personal productivity
- They are frustrated in their levels of business productivity
- They need their work life to co-exist with their home life
- They are looking to consolidate the number of devices they carry
- They will use their own devices, even if requests for support are not met

Mobile device trending and management in the enterprise

75 percent of Forrester enterprise survey respondents indicated user demand for support of devices on multiple platforms.

FORRESTER

Five-Year Forecast for Enterprise
Smartphone Marketshare, Jan. 13, 2010

- Companies should leverage personal productivity in the workplace
- They should support the devices employees already own and prefer
- IT solutions should focus on regulating access and behavior rather than devices
- Compliance should enhance mobility, not restrict it

Introducing Enterprise Handheld Services (EHS)

We understand that personal mobile devices are rapidly evolving into business devices and that there are challenges

- Preventing policy violations, e.g. end users forwarding corporate email and files to personal accounts
- End users desire single device solutions that satisfy personal *and* work needs
- Agencies could not control the enforcement of IT security standards when employees make personal technology decisions, i.e. remote lock and remote wiping of mobile devices, data segmentation, etc.

Introducing Enterprise Handheld Services (EHS)

EHS does the following:

- Manage security and deployment
 - Ensure compliance
- Embrace agency employee choice
 - Allow agencies to reap gains in productivity and collaboration by being compatible with the a multitude of devices
- Allow for operational efficiency
 - End-to-end remote management capabilities

Enterprise Handheld Services (EHS)

Personal Data

Devices remain personal
Untouched by enterprise

Freely access your
own data

- Applications
- Pictures
- Videos



Employees are more likely to accept an “enterprise-grade” mobile security policy when enterprise control is “contained” and does not impact personal experience, apps, or data

Enterprise Data

Enterprise data
lockdown

- Data encryption
- Password policies
- Remote wipe
- Secure data at rest

Access corporate
apps

- Email, attachments
- Intranets
- Calendar, Contacts

Device Agnostic SMART Phone/Mobility Solution



iOS



Windows
Mobile



SYMBIAN

Smart Devices

Security and management policies can be restricted to selected applications or applied to the functionality of the entire device.

How do I request EHS?

A standard work request form has been created to request this service

- EHS service: \$15.22 per month per device
- Good Client Access License (CAL): \$143.49 (one time charge)

Services available to agencies whose messaging services have been transformed to the COV domain

When can I request this service?

- Immediately; standard forms now are available

Questions?